



INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under direction, organizes, assigns, supervises, reviews, and evaluates the work of assigned information technology staff; performs difficult and complex analysis of customer and system requirements; develops, implements, and maintains complex enterprise and departmental computer systems and networks; performs related work as assigned. Incumbents will be assigned responsibility for projects, programs, and staff involving one or more of the following options: Database Administration, Device/Desktop Management, Operating Systems, Server/Cloud, and/or Networking/Telecommunications.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over subordinate professional, technical, and support staff.

CLASS CHARACTERISTICS

This is the working supervisor level in the Information Technology Analyst series, responsible for organizing, assigning, supervising and evaluating the work of assigned staff. Incumbents are expected to independently perform a full range of complex and difficult Information Technology Analyst duties at an advanced journey level. Successful performance requires thorough knowledge of and demonstrated proficiency in the technologies appropriate for the specific option(s) to which assigned, and the ability to exercise initiative and sound independent judgment within established guidelines. Supervision of staff supporting multiple projects that span organizational and technological lines is typical of assignments in this class. This class is distinguished from the Information Technology Manager in that the latter has overall managerial responsibility for one or more sub-divisions of the Information Technology Department.

EXAMPLES OF TYPICAL DUTIES (Illustrative Only)

- Supervises a group of technology employees within an assigned technology option(s) area; hires and directs staff; plans, prioritizes, schedules, assigns, and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
- Assumes responsibility for staff development and training; identifies individual training needs and works to ensure those needs are met.
- Recommends goals and objectives for assigned information technology operations and directs their implementation; establishes schedules and methods for assigned option(s) area; helps develop and implement policies and procedures. Determines staffing and material needs for assigned option(s) area in order to achieve goals and objectives.
- Evaluates operations and activities of assigned option(s) area and recommends improvements and modifications. Prepares various reports on operations and activities to develop and maintain service-level agreements.
- Performs a variety of complex applications, network, and/or professional technology troubleshooting and analysis duties as a working supervisor. Assists in solving problems regarding networking, telecommunications, operating, communications, business process analysis, and application systems within option(s).

- Reviews and approves programming, systems development, systems enhancement plans, contracts, work orders, related bills, and purchase orders; monitors consultants and vendors within option(s) area, methods, materials, and techniques for application to projects; develops and implements procedures, test plans, standards, and systems.
- Designs, directs, and oversees option(s) area quality assurance activities and coordinates resolution of complex and technical problems and system changes that affect the work of the option. Develops, administers, integrates, and maintains County or department standards and policies for option(s) area.
- Consults with customers on projects; advises on project feasibility and recommends solutions based on standards.
- Builds and maintains positive working relationships with co-workers, other County employees, and the public using principles of effective customer service.
- Assists in preparing option(s) area budgets, and research costs for new hardware, software and other items.
- Lead or participate in projects related to assigned specialty fields. Provides technical and functional supervision of contractors/vendors.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work as assigned.

QUALIFICATIONS

Knowledge of:

All Options:

- Supervisory principles and practices including work planning and scheduling, work review and evaluation, employee training and discipline, and team dynamics and team building.
- Principles and practices of public administration; including, budgeting, staff development, customer service, and human resource management.
- Business system applications.
- Principles and techniques of software and systems quality assurance and control.
- Principles and practices of technical problem-solving.
- Principles, processes, and techniques of project management and related software.
- Principles, practices, and techniques of customer service.
- Design, installation, and maintenance of mainframe, distributed, client/server and desktop computer systems.
- Principles and practices of producing project and technical documentation.
- Current trends and technological advancements.
- Information technology standards.
- Disaster recovery concepts.
- Information security systems and methodologies.
- Physical control standards and procedures.

Skill in:

All Options

- Planning, organizing, coordinating, and directing the work of assigned staff.
- Selecting, motivating, and evaluating staff and providing for their training and development.
- Promoting and maintaining a team environment.
- Practices of effective communication of technical issues to customer and client community.
- Organizing work, setting priorities, and using initiative and sound independent judgment within established guidelines.
- Analyzing complex technical and administrative problems, evaluating alternative solutions, and recommending and implementing effective courses of action.

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- Understanding highly complex information technology systems and issues.
- Making technical oral presentations to technical and non-technical audiences.
- Developing information technology strategies and architecture.
- Interpreting and applying rules, and explaining policies and procedures to customers and assigned staff.
- Preparing clear and concise reports, correspondence and other written materials.
- Communicating tactfully and effectively, orally and in writing, with Information Technology management, professional and support staff, Department Heads, departmental system users and vendors.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Development and use of proper test plans and procedures.

Incumbents in the Supervising Information Technology Analyst classification will also be expected to have knowledge of and skill in one or more of the following options:

Applications Option:

- County-wide application standards, policies, and procedures.
- Manage the life cycle for applications including design, development, testing, support, and maintenance, using a variety of technologies to meet departmental needs.
- Principles of programming including tools and techniques for business systems analysis and planning processes.
- Ability to articulate technical specifications and business requirements for customers.
- Customer acceptance testing.
- Principles and practices of training, instructing, and supporting customers.
- Website design concepts and standards.
- Website development languages, tools and techniques.
- Web based application design, tools and techniques.
- Implement, maintain, and support Countywide vendor applications.

Database Administration Option:

- Database management systems (DBMS).
- Data and database topology and architecture.
- Database design.
- Logical data schema.
- Database CASE tools.
- Data/file management tools.
- Database utilities.
- File and data recovery.
- Database security methods and techniques.
- Physical control standards and procedures.

Device and Desktop Management Option:

- County-wide device and desktop standards, policies, and procedures.
- Fundamentals and concepts of designing customer hardware, software, and connectivity solutions.
- Principles and practices of training, instructing, and supporting customers.
- Concepts of installation, configuration and testing of systems in diverse customer environments.
- Device maintenance, monitoring and troubleshooting methodologies.
- Architecture of operating systems and network operating systems.
- Desktop systems administration, licenses, operating functions, cloud integrations, and customer interfaces.
- Device imaging and testing.
- Device Management including tracking and testing updates manually and/or pushed.
- Mobile Device Management.
- LAN/WAN logical and physical design.

Operating Systems Option:

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- Fundamentals and concepts of enterprise, distributed, network, client/server and desktop computer operating systems.
- Computer systems configurations.
- Operating systems architecture, structure, operations and utilities.
- Operating systems and systems utilities version control principles.
- System Center Configuration Manager (SCCM)
- Group Policy Management

Server and Cloud Option:

- County-wide infrastructure standards, policies, and procedures.
- File and data backup and recovery.
- Physical control standards and procedures.
- Server Configuration Management
- VMware Management
- Cloud Management
- Cloud-based office application.

Networking/Telecommunications Option:

- Networking topology and architecture.
- Logical and physical network design.
- LAN/WAN network hardware and software vendors and products.
- Data communication concepts and principles.
- Network security policies, techniques, and procedures.
- Network documentation, configuration maintenance, and diagnostic procedures and techniques.
- Designing, building, managing, and maintaining Internet Protocol (IP) telephony systems.
- Data and voice network design.
- Network switching concepts and facilities.
- Architecture and design of telecommunications switches and voicemail systems.
- Programming of switches and voicemail systems.
- Global communications systems and local carriers.
- Troubleshooting and repair of telecommunications equipment.
- Telecommunications vendor operating policies and procedures.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems, or a closely related field AND, Seven (7) years of experience working in one or more of the following fields: systems analysis, systems engineering, programming, data or database administration or analysis, operating systems, office systems, network analysis or management or similar field, in a multi-platform information systems environment. At least one year shall include project management and lead direction of staff.

OR

Three (3) years of experience at the level equivalent to the County's class of Information Technology Analyst III.

OR

Three (3) years of experience at the level equivalent to the County's class of Information Technology Analyst II or Application Analyst II as a Project/Team Leader.

OR

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Three (3) years of experience at the level equivalent to the County's class of Information Customer Service III as a Project/Team Leader.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with loud to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.